

Classified Salary Schedule Tech Support Specialist			
Step	2024-2025	2025-2026	2026-2027
0	\$22.12	\$22.66	\$23.22
1	\$22.34	\$22.89	\$23.45
2	\$22.57	\$23.12	\$23.69
3	\$22.79	\$23.36	\$23.93
4	\$23.13	\$23.59	\$24.18
5	\$23.46	\$23.94	\$24.42
6	\$23.83	\$24.28	\$24.78
7	\$24.19	\$24.66	\$25.13
8	\$24.53	\$25.04	\$25.52
9	\$24.90	\$25.39	\$25.92
10	\$25.27	\$25.77	\$26.28
11	\$25.64	\$26.15	\$26.67
12	\$25.98	\$26.54	\$27.07
13	\$26.32	\$26.89	\$27.47
14	\$26.71	\$27.24	\$27.83
15	\$27.10	\$27.64	\$28.19
16	\$27.52	\$28.05	\$28.61
17	\$27.93	\$28.48	\$29.03
18	\$28.34	\$28.91	\$29.48
19	\$28.78	\$29.33	\$29.92
20	\$29.20	\$29.79	\$30.36
21	\$29.64	\$30.22	\$30.83
22	\$30.08	\$30.68	\$31.28
23	\$30.48	\$31.13	\$31.75
24	\$30.77	\$31.55	\$32.22
25	\$31.06	\$31.85	\$32.65
26	\$31.35	\$32.15	\$32.96
27	\$31.64	\$32.45	\$33.28
28	\$31.92	\$32.75	\$33.59
29	\$32.21	\$33.04	\$33.90
30	\$32.49	\$33.34	\$34.20
This position is eligible for the same benefits offered in the Executive Secretary Compensation Plan			

Job Title: Help Desk and Technology Support Specialist

Job Summary: We are seeking a dedicated Help Desk and Technology Support Specialist to provide comprehensive support for end-user software and hardware issues. This role involves troubleshooting a range of technical problems, maintaining devices, and ensuring smooth operation of various technological tools and systems.

Key Responsibilities:*Help Desk Support:*

- Address user login and password issues, providing timely resolutions.
- Offer training and support for all end-user software and hardware.
- Troubleshoot sound reinforcement, phone connectivity, and personal cell phone configurations.
- Diagnose, repair, and replace staff and student devices as needed.
- Maintain charge carts, ensuring proper functioning and availability.
- Resolve issues including but not limited to projectors, interactive displays, digital signage, and printing.
- Provide assistance with applications including but not limited to Google Classroom, Google Drive, and Lightspeed Classroom.
- Retrieve files and manage backups as needed.

Printer Management:

- Configure network settings and Papercut for printer management and reporting.
- Control printer access and manage paper and toner supplies.
- Handle installation, removal, and maintenance of printers.

Interactive Touch Screens:

- Manage all Smart Boards, BenQ boards, classroom projectors, large format projectors, and projector screens.
- Oversee installation, repair, and removal of interactive touch screens and related equipment.

Qualifications:

- Proven experience in a help desk or technical support role.
- Strong problem-solving skills and ability to troubleshoot a wide range of technical issues.
- Experience with printer management, including network configurations and Papercut.
- Familiarity with interactive touch screens and projectors.

- Excellent communication skills and ability to provide clear and effective support to end-users.

This position offers the opportunity to make a significant impact on our technology environment by ensuring all systems and devices are functioning optimally and providing exceptional support to users.